

CHAPTER - V

CONCLUSIONS, FINDINGS,
& SUGGESTIONS

Conclusions

On the basis of above findings it is concluded that :

- 1) Majority of the respondent were from the middle age group.
- 2) No respondents found illiterate, which means the % of literacy in the organization was very good.
- 3) The % of experience found more than 10 yrs. In case of majority of the respondents.
- 4) Majority of the respondents were happy with work load, suitable facilities, existing wage structure, working conditions, work place, etc.
- 5) The respondents happy with the promotional policy and the way of appreciation of the work made by the management.
- 6) The concept of workers participation in management found encouraged but due to lack of membership in the union found neglected.
- 7) The respondents were thinking positively regarding the trade unionism and there is a felt need of a union which will help the management and the employer to strengthen the industrial relations and production and we feeling ness.
- 8) The Attitude of management is helpful co-operative and encouraging.
- 9) Over all the atmosphere and environment between the employees and management was healthy and thus it was encouraging and thus it is concluded that the respondents were satisfied with their job.

FINDINGS OF THE STUDY :

- 1) Majority of the respondents were from the age group of 29 to 48 yrs.
- 2) All most all the 100% respondents were educated, mean no respondents illiterate.
- 3) Majority of the respondents were either qualified in technical education, graduated, or primary educated.
- 4) Majority of the respondents had more than 10 yrs. Experience.
- 5) Majority of the respondents found drawing their wages more than Rs.6000.
- 6) Majority of the respondents felt that the work load is appropriate.
- 7) The respondents do things on the job as per their own judgement.
- 8) More and suitable facilities were provided to facilitate for effective working.
- 9) There was good co-ordination among the workers and co-workers.
- 10)The respondents found quite happy on the present job and they felt that it gives a chance to do better things and that's why majority of them were happy to continue the present job as it was found suitable job as per their qualification.
- 11)The respondents were not interested in changing the job as it was felt that, the respondents can get a good chance to go ahead in their life and become fairly well off.
- 12)Majority of the respondents found happy with the existing wage system.
- 13)Majority of the respondents found getting the improvement in their wages after joining.
- 14)Majority of the respondents were satisfied with the existing wage structure of the M.S.R.T.C.

- 15) Majority of the respondents have expressed their favorable opinion regarding the working conditions, condition of various machines the place of work and working hours.
- 16) Majority of the respondents were satisfied with the promotional policy.
- 17) Majority of the respondents attended the training programmes.
- 18) All most all 100% respondents responded that attitude of supervisors was either respectfully and friendly.
- 19) Majority of the respondents expressed their view as their hard work was appreciated.
- 20) Majority of the respondents registered their vote as they were encouraged to offer suggestions regarding the improvement in work style.
- 21) Majority of the respondents expressed their views as they were free to talk with superiors, if they have work problems.
- 22) Majority of the respondents expressed their opinion as the concept of workers participation in management was encouraged.
- 23) Majority of the respondents were having job security feeling.
- 24) Majority of the respondents were not the members of trade union.
- 25) Majority of the respondents registered their vote of opinion that the union was essential for their career development and job security.
- 26) Majority of the respondents found not agreed with the statement that is interference from political parties which affect the efficiency of work.
- 27) Majority of the respondents feeling was quite positive with their present work.
- 28) Majority of the respondents were happy with their payments.
- 29) Positive cognition was taken by the management.

- 30) Majority of the respondents registered, they were not have the saving habit.
- 31) Majority of the respondents felt that their work do not affect to their health.
- 32) Majority of the respondents registered that they were not willing to avail the voluntary retirement benefit.
- 33) All most all 100% respondents were of the opinion the company was helpful in development of career.
- 34) All most all 100% respondents registered their opinion that supervisors were advised and helped to improve the efficiency of workers.
- 35) All most all respondents were felt proved of their supervisors.
- 36) All most all respondents were felt that they were fit enough and healthy for do their jobs.
- 37) All most all respondents were wished to all sided growth of MRSTC.

Suggestions

- 1) Cleanliness of Bus Station more qualitatively.
- 2) Improvement in M.S.R.T.C. Crew behaviour of conducting a time bound training programme for crews.
- 3) Improvement in seating arrangement in Buses.
- 4) Policy must be adopted for designing of new bus station or to modify existing bus station.
- 5) Entertainment facility such as T.V. / Music must be provided on bus station.
- 6) Procedure for refund should be improved.
- 7) The crew change over period may be reduced to 15 min.
- 8) Maintenance of Toilets by private authorities.
- 9) No. of paid porters should be increased.
- 10) No. of paid porters should be increased.
- 11) Policy of allotment of canteen must be revised and policy must value the customer oriented canteen owners.